

RUSTY MONKEY



**Your website
transfer data**



Moving your site

'If you're planning on moving your website from one web agency to another, this document will help make the process quick, easy and painless for everyone involved.'

R U S T Y M O N K E Y

About this document

In order to ensure a smooth handover, it's important that your new agency has as much information about your website as possible. You also need to ensure that you, your IT department and/or your new agency have access to all relevant logins and account details so that access is not lost or compromised during the transfer process.

All you need to do is fill in this form with as much information as you have available. Any information you are unsure of should be available from your current web agency or your IT department. If in doubt, you can pass this form to your current web agency to fill in on your behalf.

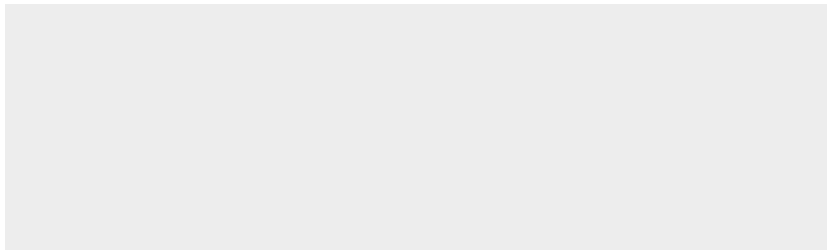
You can either print this form and fill it in by hand, or fill it in digitally by typing in the empty fields.

These questions are about the domain name (URL) of your website.

Q

Who is the domain name registered through and who owns the account?

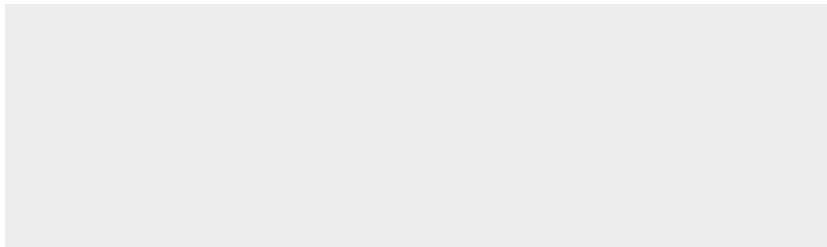
A



Q

Who is the DNS hosting provider and who owns the account?

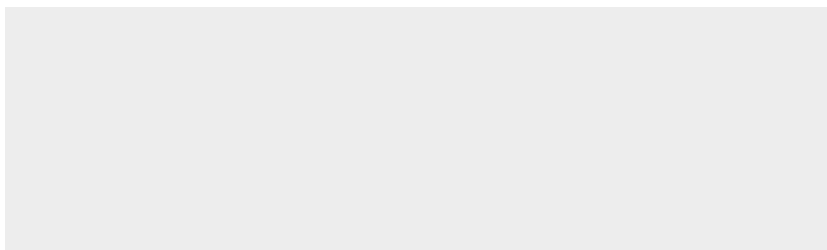
A



Q

Does your existing agency hold, or has it registered, any other domain names on your behalf that belong to your company?

A

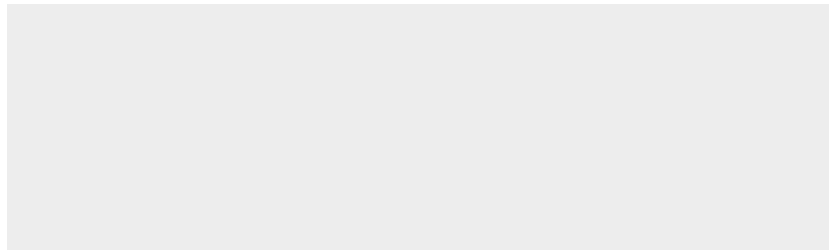


These questions are about the server your website is hosted on.

Q

Can you provide information on your server and hosting - including hardware, location and software environment?

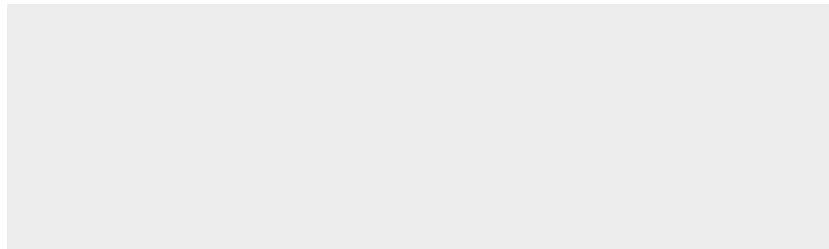
A



Q

How are your email accounts handled? Is this separate to your hosting or tied in?

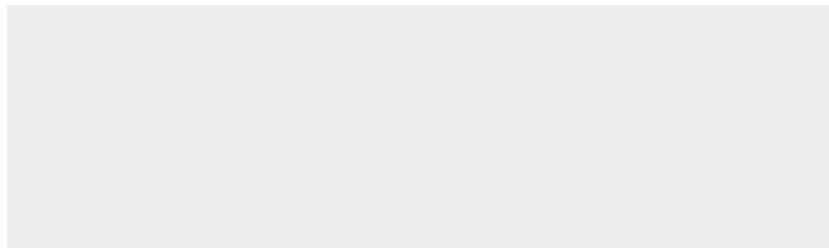
A



Q

What is your present hosting agreement, and what is the cost and term?

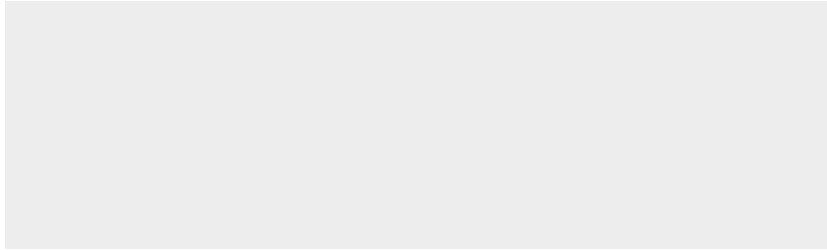
A



Q

Does the website have an SSL certificate? If so, who is it issued by?

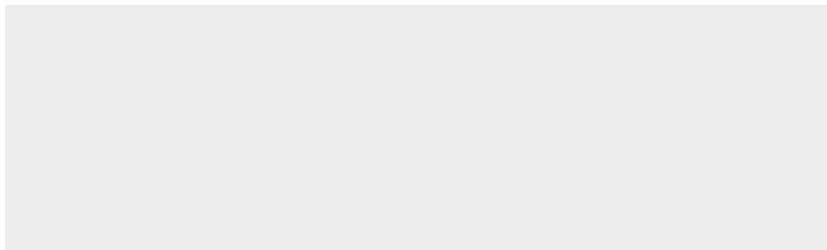
A

A large, empty rectangular box with a light gray background, used for redacting the answer to the question about SSL certificates.

Q

Does the website use a CDN (content delivery network)?

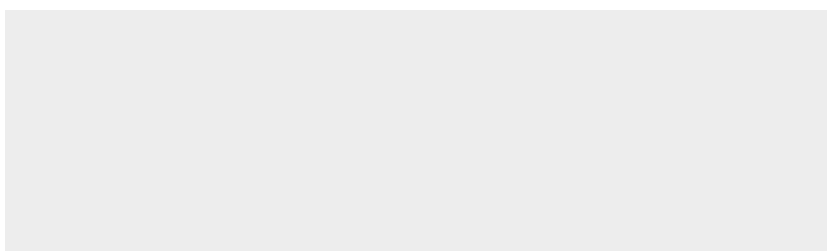
A

A large, empty rectangular box with a light gray background, used for redacting the answer to the question about CDN usage.

Q

Do you have any external backup storage? Please provide details.

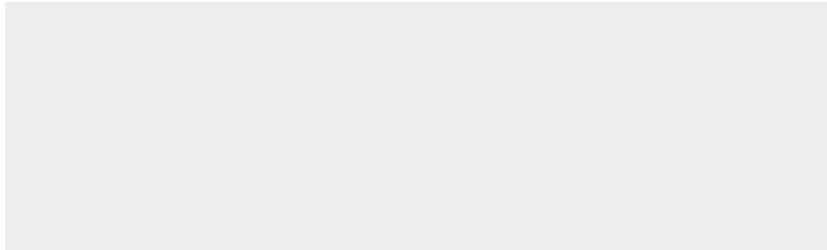
A

A large, empty rectangular box with a light gray background, used for redacting the answer to the question about external backup storage.

Q

Are there any FTP (file transfer protocol) accounts or other logins?

A

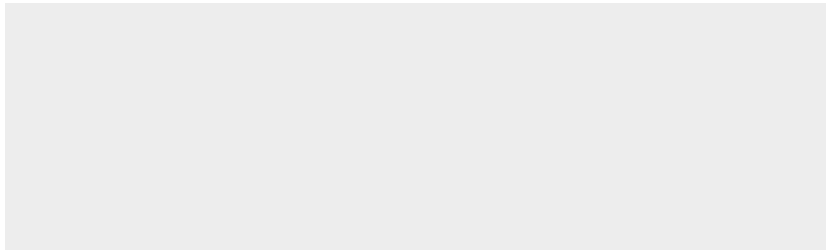


These questions are about the website itself.

Q

What technologies or platforms is the website built with? E.g., WordPress, Magento, bespoke platform.

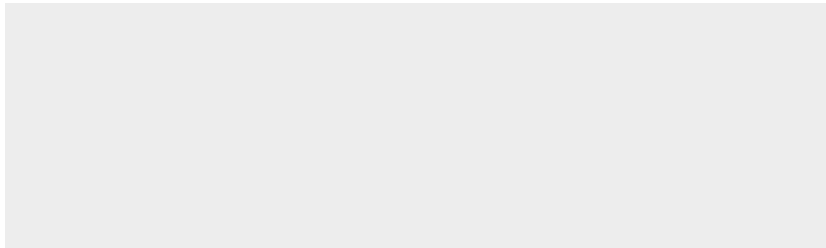
A



Q

Are any login details required for your website?

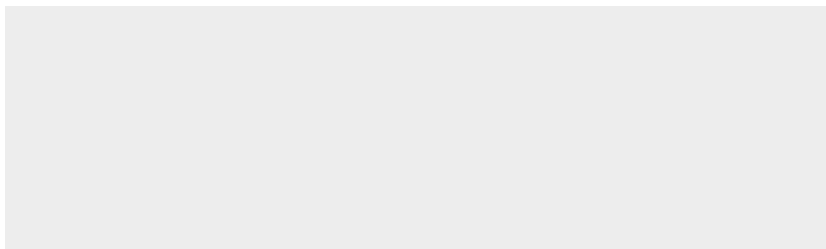
A



Q

Can you provide a copy of the files and database? Are the files part of a version control service such as Git?

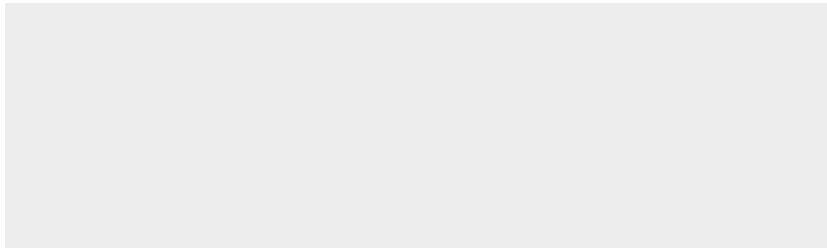
A



Q

Does the website have any bespoke code, custom code or features that are not fulfilled by the platform or an off-the-shelf plug-in?

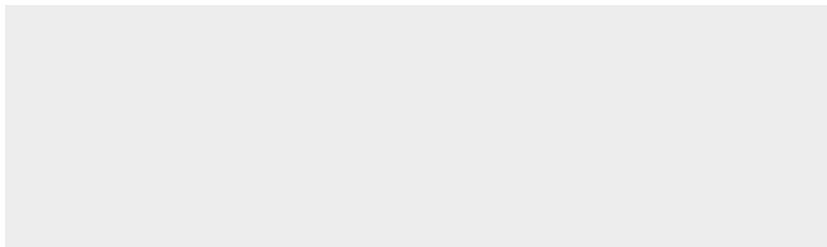
A



Q

Does the website utilise any automation to connect to other third party services, APIs, or run any scheduled tasks?

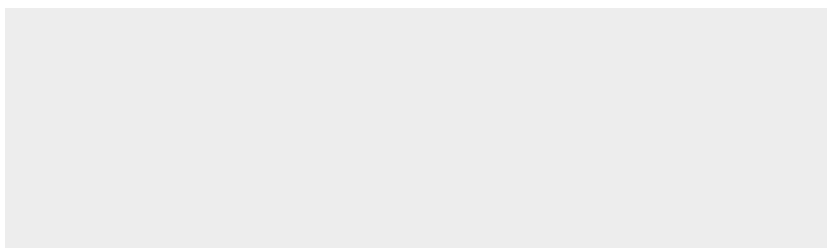
A



Q

Are there any licences, support agreements or warranties for the website, platform, third party integrations, etc?

A

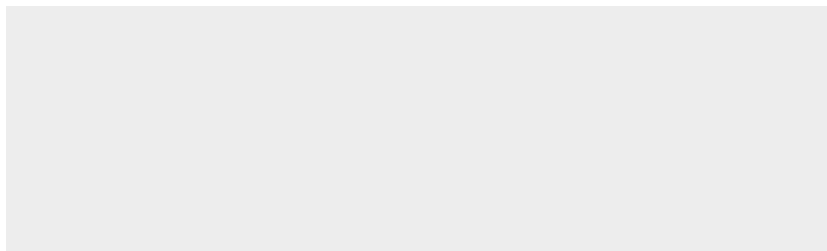


These questions are about any online marketing services your current web agency conducts for you.

Q

Can you provide account details for your Google accounts? E.g., Google Analytics, Google Search Console, Google Business Listing, Google Ads, Google Tag Manager, etc.

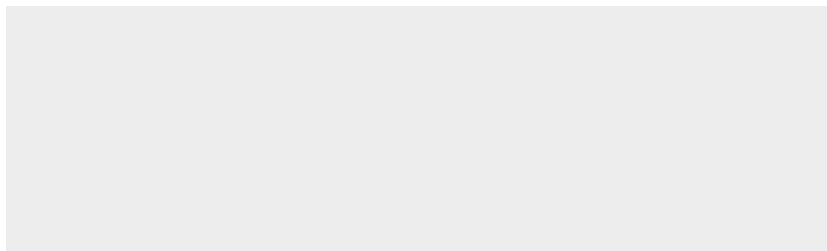
A



Q

Can you provide account details for your social media platforms and any paid social media advertising?

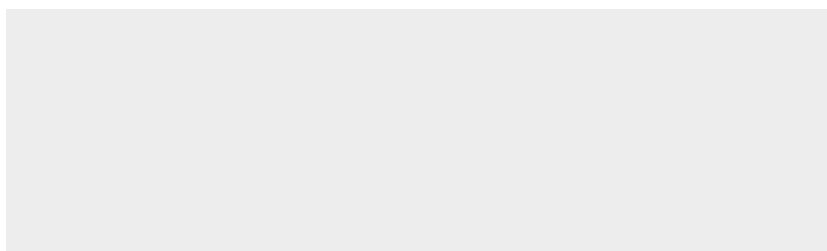
A



Q

Can you provide account details for your email marketing platforms? E.g., MailChimp.

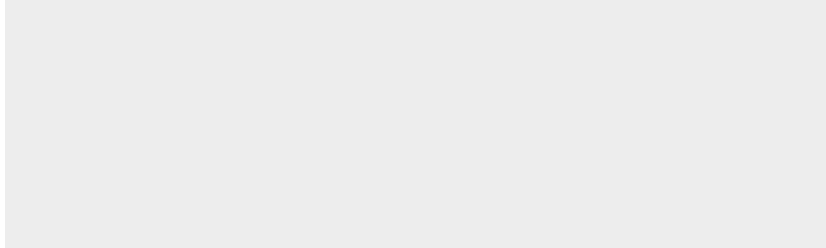
A



Q

Can you provide account details for your CRM (customer relationship manager)? E.g., HubSpot.

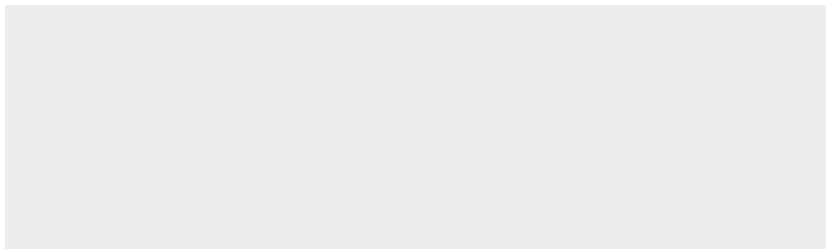
A



Q

Are there any other account details that may be required? E.g., Moz.

A

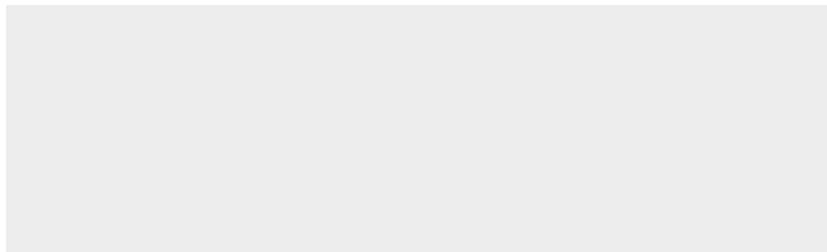


These questions are about any ongoing support contracts or service-level agreements you may have.

Q

Do you have a support contract or SLA with your existing web agency? Will ending these incur any additional costs?

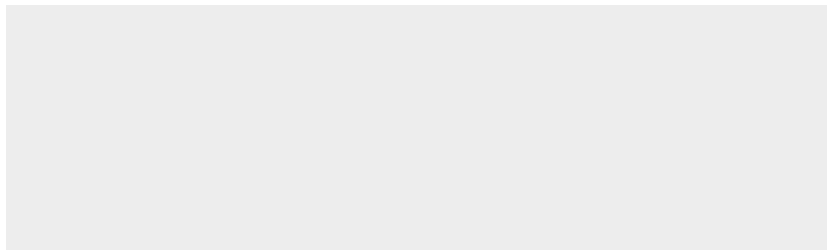
A



Q

Will your existing web agency charge any other additional costs for helping to transfer your website?

A



THANKS FOR READING

